

State of New Hampshire

DEPARTMENT OF SAFETY

BIENNIAL REPORT 2002-03



NEW HAMPSHIRE
DEPARTMENT OF SAFETY

RICHARD M. FLYNN
COMMISSIONER

BIENNIAL REPORT

FOR THE PERIOD
JULY 1, 2001 THROUGH JUNE 30, 2003

CRAIG BENSON
GOVERNOR

EXECUTIVE COUNCILORS

RAYMOND S. BURTON
First District

PETER J. SPAULDING
Second District

RUTH L. GRIFFIN
Third District

RAYMOND J. WIECZOREK
Fourth District

DAVID K. WHEELER
Fifth District

STATE OF NEW HAMPSHIRE

DEPARTMENT OF SAFETY

March 23, 2006

His Excellency, John H. Lynch
and the Honorable Executive Council
State House
Concord, N.H. 03301

Dear Governor Lynch and Honorable Councilors:

I am pleased to submit herewith the Biennial Report for the Department of Safety covering the period July 1, 2001 through June 30, 2003.

On behalf of myself, our management personnel and the dedicated men and women who make up the Department of Safety, I express for all of us a sincere appreciation to you, Governor Lynch, the Executive Councilors and members of the General Court for your support.

In recognition of dedicated and loyal service to the State of New Hampshire, I personally extend grateful appreciation to all employees at the Department of Safety who, through their continued hard work, have made possible the many successful results documented in this report.

I also thank all county, local police and fire personnel for their continued cooperation and commitment to public safety.

Respectfully submitted,

Richard M. Flynn
Commissioner



Richard M. Flynn
Commissioner of Safety

Richard M. Flynn is the appointed Commissioner of Safety. The Commissioner is appointed by the Governor, with the consent of the Executive Council, to serve a term of four years. He represents the public interest in the administration of the Department of Safety and is responsible to the Governor, the General Court, and to the public for such administration.

New Hampshire's most senior official, Commissioner Flynn was appointed Commissioner of Safety on January 21, 1972, by then Governor Walter Peterson. He has been reappointed by Governors Meldrim Thomson Jr., Hugh J. Gallen, John H. Sununu, Judd Gregg, Stephen Merrill, Jeanne Shaheen and Craig Benson.

The current term of office for Commissioner Flynn runs through March 2007.

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**DEPARTMENT OF SAFETY
APPOINTED OFFICIALS
2001-2003**

Commissioner
Richard M. Flynn

Assistant Commissioner
John A. Stephen

Director of Administration
Timothy H. Mason

Director of State Police
Colonel Gary Sloper

Director of Motor Vehicles
Virginia C. Beecher

Director of Safety Services
David T. Barrett

Director of Fire Safety and Emergency Management
Donald P. Bliss, State Fire Marshal

Director of Fire Standards and Training
Richard A. Mason

N.H. DEPARTMENT OF SAFETY

**Richard M. Flynn,
Commissioner**

The Department was established by the New Hampshire Legislature in 1961 and originally consisted of three divisions: Motor Vehicles, State Police, and Safety Services. In 1987, the Department was restructured and two additional Divisions and two Bureaus were added: The Division of Enforcement and the Division of Administration; the Bureau of Hearings and the Bureau of Fire Safety.

On January 1, 1989, the Bureau of Common Carriers was transferred from the Department of Transportation to the Department of Safety. A sixth Division was added on July 1, 1989, the Division of Fire Service, which consisted of the Bureau of Fire Safety, the Bureau of Fire Standards and Training and the Fire Standards and Training Commission.

Five years after being formed, the Division of Fire Service was restructured into two Divisions, effective August 1, 1994, the Division of Fire Standards and Training and the Division of Fire Safety.

On October 1, 1996, the Division of Enforcement was eliminated and all former Division personnel and functions were merged into a Bureau of Enforcement in the Division of State Police.

The Bureau of Emergency Medical Services was transferred from the Department of Health and Human Services, Office of Community and Public Health, to the Department of Safety on November 19, 1999. This resulted in the addition of a new Division, the Division of Emergency Medical Services.

On July 1, 2002, the Office of Emergency Management was transferred from the Office of the Governor to the Department of Safety, Division of Fire Safety and Emergency Management and the State Fire Marshal became the interim Director of Emergency Management. The Division of Fire Safety became the Division of Fire Safety and Emergency Management

Mission Statement:

The multi-faceted mission of the Department of Safety encompasses protection of the lives and safety and preservation of the quality of life of New Hampshire citizens and visitors to our state on the highways, on the waterways, and in their homes and businesses. We enforce motor vehicle and highway safety laws, criminal laws, commercial vehicle regulations, fire safety, building and equipment safety laws and regulations, and boating safety laws and rules. We also provide enhanced 911 emergency communications statewide, and are responsible for homeland safety and emergency management activities.

with two Bureaus, Fire Safety and Emergency Management. The Division of Emergency Medical Services was merged into the Division of Fire Standards and Training, which became the Division of Fire Standards and Training and Emergency Medical Services.

On September 4, 2003, the Bureau of Emergency Communications was transferred from the Department of Administrative Services to the Department of Safety, Division of Fire Safety and Emergency Management under the supervision of the Assistant Commissioner of Safety.

The State Fire Marshal became the Bureau Chief for the Bureau of Fire Safety, and Bureau Chief and Assistant Bureau Chief positions were established for the Bureau of Emergency Management and Emergency Communications, which merged the former Bureau of Emergency Communications and the Emergency Management operation.

DEPARTMENT OF SAFETY

Organizational Structure

The Department of Safety was established to improve and consolidate the law enforcement and public safety functions of state government.

This responsibility includes the enforcement and promotion of the following: motor vehicle and highway safety laws; criminal laws; commercial vehicle regulations; fire safety; building and equipment safety; boating safety. The Department also is tasked with providing for the security and physical safety of every citizen in New Hampshire. To accomplish this goal the Department of Safety provides programs and procedures that seek ways to efficiently and conveniently increase effectiveness in the administration of public safety programs.

The Department's chief administrator is Commissioner Richard M. Flynn. The Commissioner serves on the Hazardous Materials Transportation Advisory Board, Wetlands Board, the Water Supply and Pollution Control Board, the Nuclear Facilities Decommissioning Committee, the Low-Level Radioactive Waste Task Force, and the Commission to Study Duties of Sheriffs and Police.

The Commissioner and Assistant Commissioner positions are appointed by the Governor and confirmed by the Executive Council for four-year terms.

The Department of Safety is organized into Divi-

sions defined by their function. During this Biennium these were the Division of Administration, Division of State Police, Division of Motor Vehicles, Division of Safety Services, Division of Fire Standards and Training and the Division of Fire Safety. Detailed descriptions of the functions of these Divisions and their activities during the 2002/2003 Biennium are contained in later sections of this report.

Office of the Commissioner

Serving directly under Commissioner Flynn are the Assistant Commissioner, the Legal Unit, the Public Information Office, the Bureau of Hearings and the Bureau of Common Carriers.

Legal Unit

The primary function of the Legal Unit is to research and resolve a variety of legal issues that affect the Department of Safety.

The Unit is responsible for the Department of Safety rulemaking process, including researching, drafting, holding public hearings, and presenting proposed rules to the Joint Legislative Committee on Administrative Rules.

The Legal Unit is charged with the responsibility of reviewing changes in the law and making rules changes as necessary. They address any other legal issues raised by the Commissioner, Assistant Commissioner or Division Directors.

Public Information Office

The Public Information Office coordinates public relations for the Department of Safety.

Responsibilities include the preparation and distribution of news releases; development, design, writing, editing of a variety of publications and other Department materials serving as informational tools to the public and coordination of printing and dissemination of prepared materials.

The Office also works to gather and research Department statistical data for other state and federal agencies and the private sector and provides answers to questions on Department activities from the news media and the public.

The Office issues press credentials to employees of media organizations who report on news events in New Hampshire.



The Office generated numerous news releases and advisories during the Biennium and produced the Department of Safety Biennial Report.

Bureau of Hearings

The Bureau of Hearings is responsible for all administrative hearings conducted by the Department of Safety. It is made up of an administrator, who reports directly to the Assistant Commissioner; an assistant administrator/chief hearings examiner; eleven hearings examiners and one litigating attorney, who represents the Department in Superior Court appeals. In addition, the Bureau has nine support staff.

Pursuant to RSA 21-P: 13, II, the Bureau of Hearings takes action in the name of any division within the Department against any holder of a license, permit or registration.

Hearings are held in 10 locations throughout the state, including the Department of Safety Headquarters in Concord.

Hearings took place relative to the following types of cases:

- Administrative *per se* (persons who were arrested for driving while intoxicated and were administered a blood/alcohol content test, the results of which met or exceeded the legal limit and resulted in a six-month license suspension).
- Administrative *per se* subsequent (same as above, except there was prior alcohol related activity in the person's record which, consequently, exacts a two-year suspension as opposed to six months).



- Refusals under the implied consent law.
- Subsequent refusals under the implied consent law.
- Substance abuse potential (persons convicted of driving while intoxicated and have not “successfully completed” an approved impaired driver intervention program).
- Demerit Points.
- Minors illegally transporting alcohol.
- Habitual offenders.
- Drivers involved in uninsured accidents.
- Juveniles between the ages of 15 and 17 involved in the possession, sale, use or abuse of alcohol or controlled drugs.

Prosecutor's Office

In April of 1999, Commissioner Flynn established a pilot program at the Department of Safety to provide employees with prosecution-related services in certain designated areas of the state. Three prosecuting attorneys were hired, along with a paralegal to assist them. Commissioner Flynn designated the Assistant Commissioner to oversee the Department of Safety Prosecutor (DOSP) pilot program.

The mission of the DOSP is to provide the most effective and efficient prosecution of Department of Safety cases within the District Courts of New Hampshire and to provide prosecutorial support to Division directors and employees in pursuit of such prosecutions. The divisions of Safety Services, Motor Vehicles and State Police have designated court officers who assist the Department prosecutors with the caseloads.

The DOSP is currently organized into three regions: Region I serves Auburn, Dover, Exeter, Hampton, Portsmouth and Rochester. Region II covers Manchester, Merrimack, Nashua and Salem. Region III serves Concord, Franklin, Hooksett, Lakes Region communities and the N.H. Marine Patrol.

The DOSP has streamlined the prosecution of District Court cases in these regions. The most visible accomplishment of this effort has been the rapid return of Marine Patrol, Highway Patrol officers and troopers to duty, rather than being tied up in court.

The DOSPs have also been actively involved in assisting the Division of Fire Safety with a number of investigative, pre-charging and building code violation issues.

Litigation Office

The Department of Safety Litigation Office was created on May 1, 1992. The primary purpose of the Litigation Office is to represent the Department of Safety and its various Divisions in Superior Courts, a function formerly carried out by the Office of the Attorney General.

The majority of cases involve Superior Court appeals of Bureau of Hearings decisions which result in a driver license suspension.

Most appeals involve suspensions under the Administrative License Suspension (ALS) law. The remainder of the appeals includes those under the habitual offender and financial responsibility statutes; uniform point system suspensions; substance abuse (red flag) suspensions; medical and physical impairment suspensions; false statements on official application suspensions; and driver license suspensions for a variety of other reasons.

Prior to January 1, 1995, ALS appeals were tried *de novo* in Superior Court. However, appeals of ALS suspensions arising out of arrests after January 1, 1995, now involve Superior Court review of the record of the Bureau of Hearings proceedings. That review involves the hearing examiner's report and all evidence considered at the hearing, including a certified verbatim transcript of the ALS hearing being appealed. It also includes written legal arguments supporting the Department's decision which is prepared by litigation attorneys. In some instances it also includes oral arguments before the court.

The current administrative license suspension appeal process is more analogous to a traditional Supreme Court appeal; however, it is more labor intensive than the prior *de novo* procedures.

Bureau of Common Carriers

The Bureau of Common Carriers administers and enforces the provisions of the statutes and rules regulating common and contract carriers transporting passengers and household goods by motor vehicle within the State of New Hampshire.

Under the statutes and rules, the Bureau is responsible for the licensing, operating authorities, insurance for the protection of passengers and household goods, and rates and charges of motor carriers operating under state authority.

The Bureau also administers the Single State Registration System (SSRS) in New Hampshire. Under the SSRS all motor carriers authorized by the Federal Highway Administration to engage in interstate transportation of passengers or property as a common or contract carrier are required to register in the motor carrier's registration state for all states traveled.

The program requires that motor carriers operating under federal authority file proof of authority and public liability insurance, and designate agents for service of court processes.

There were 38 states participating in the SSRS with carriers from nonparticipating states being required to select a base state. New Hampshire registers carriers from Vermont, New Jersey, Florida and several Canadian provinces.



DIVISION OF ADMINISTRATION

The Division of Administration includes the Business Office, the Bureau of Audit, the Bureau of Data Processing, the Bureau of Road Toll and the Equipment Control Section.

Division responsibilities include Department accounting, personnel and payroll, gasoline and other oil products tax collection, computer functions, mail room, equipment and consumable product inventory control, remote site maintenance and the garage automotive repair facility.

During the Biennium the Bureau of Road Tolls and the Bureau of Audit continued to collect and audit the gasoline, diesel, oil pollution control, oil discharge and disposal and fuel oil disposal taxes. These taxes continued to show growth during the Biennium and continue to be one of the largest contributors to the Highway Fund.

The Division continues to assist the State Police in their two important projects, the DNA lab and the microwave system, as well as assisting the Division of Motor Vehicles in the collection and balancing of Municipal Agent activities.

There were several minor maintenance and construction projects at the Department's remote facilities that were completed during the Biennium and additions to the Dover Point and Epping substations were completed.

Personnel Data Budgeted Number of Employees

	06/30/02	06/30/03
Unclassified	9	10
Classified	859	865
Temporary	90	103
Part-Time	205	227
Non-Classified	368	423

Number of Positions Filled

Unclassified	9	7
Classified	802	808
Temporary	77	92
Part-Time	205	227
Non-Classified	368	423

Mission Statement:

The mission of the Division of Administration is to ensure effective and efficient revenue collections, effective liaisons and co-operation with other state, local, county agencies, and the private sector, provide for coordination between Divisions through economy of operations and efficient procedures.

The director of administration, in accordance with applicable laws, is responsible for the following functions:

- *Accounting, purchasing, and budget control.*
- *Personnel management.*
- *Property, contracts, and grants management.*
- *Assistance to the Commissioner with short and long range department level planning activities.*
- *Clerical support for the State Advisory Board of Fire Control.*

On July 1, 2002, the Governor's Office of Emergency Management became part of the Department of Safety. This meant that the Division assumed responsibility for more than 40 additional employees and another unit for which to provide budgetary, payroll and human resource services.

Timothy H. Mason served as Director of Administration during Fiscal Years 2002 and 2003.

Physical Plant and Equipment Cost (Acquisition cost as of June 30)

	2002	2003
Physical Plant	30,290,006	35,800,621
Equipment	<u>18,960,027</u>	<u>24,800,400</u>
Totals	\$49,250,033	\$59,844,021

Department Revenue and Expenditures

	06/30/2002	(+/-%)	06/30/2003
REVENUE*			
1. Fines, Penalties and Taxes	\$135,012,849	3.5%	\$139,758,132
2. Federal Funds	14,924,812	-18.4%	12,173,494
3. Fees and Registrations	87,379,845	4.8%	91,616,717
4. Other Sources**	23,296,453	11.3%	25,938,584
	\$260,613,959		\$269,486,927
EXPENDITURES*			
1. Permanent Personnel Services	\$31,691,994	9.4%	\$34,656,790
2. Current Expense	4,592,796	13.7%	5,220,037
3. Equipment	10,024,152	5.2%	10,546,018
4. Other Personnel Services	3,010,385	48.3%	4,465,611
5. Benefits	10,502,712	19.3%	12,529,408
6. Travel In-State	1,425,943	8.4%	1,546,216
7. Travel Out-of-State	64,413	44.2%	92,865
8. Miscellaneous	19,711,739	65.7%	32,652,630
	\$81,024,134		\$101,709,575
Disbursements to Cities and Towns (included under Expenditures #8 above)			
Drivers' Assistance Paid to School Districts	\$1,476,550	4.9%	\$1,548,289
Disbursements to State Agencies (Included under Expenditures #8 above)			
Administrative Services (phone, postage, supp.)	\$615,982	-8.6%	\$562,958
Administrative Services (Indirect & Audit Costs)	751,629	14.4%	860,023
Administrative Services (Unemployment)	16,555	31.2%	21,717
Administrative Services (Rent & Janitorial)	871,798	30.3%	1,135,872
Department of Corrections	304,922	13.9%	347,405
Department of Education (Driver Education)	125,248	4.9%	131,419
Department of Resources & Econ Dev.	105,039	87.8%	197,221
Department of Health and Human Services	18,000	1930.0%	365,392
Department of Transportation	494,318	52.6%	754,160
All other departments combined	331,438	224.3%	1,074,812
	\$3,634,929		\$5,450,979

*Source of revenue and expenditures figures: NH Integrated Financial System .

** Included in this category are funds collected for other states: International Registration Program (IRP), International Fuel Tax Agreement (IFTA), and Regional Fuel Tax Agreement (RFTA).

DIVISION OF STATE POLICE

The New Hampshire State Police was created by an act of the Legislature on July 1, 1937, the 15th such force in the United States. At its inception, the State Police consisted of 43 officers supported by eight civilian employees. That compared with 286 sworn personnel and 118 civilian personnel in 2003.

State Police patrol New Hampshire's state highways, toll roads and Interstates, enforcing state criminal, motor vehicle, hazardous waste and other public safety laws. They have primary jurisdiction in towns under 3,000 in population and are empowered to carry out law enforcement functions elsewhere in the state in conjunction with local, county or federal law enforcement agencies.

New Hampshire State Police is organized into three bureaus; Field Operations, Support Services and Investigative Services, and three special units, Executive Security, State House Security and Professional Standards, that report directly to the Director.



Mission Statement:

Dedicated to providing the highest degree of law enforcement service throughout the State of New Hampshire while maintaining the traditions of fairness, professionalism and integrity.

Headquartered at the James H. Hayes Safety Building in Concord, State Police operate from six troop stations around the state and provide a visible law enforcement presence across New Hampshire.

Field Operations Bureau

The Field Operations Bureau is the largest and most visible part of the State Police, comprising approximately 80 percent of the Division's sworn and civilian personnel. The Bureau staffs troop stations in Epping, Milford, Keene, Concord, Tamworth and Twin Mountain and specialized units for Special Weapons and Tactics, Special Enforcement (Aviation and Motorcycle), Canine, Explosives Disposal, and Technical Crash Reconstruction.

Most of the contact that the public has with State Police involves the Field Operations Bureau. During the period of 2002 and 2003, the State Police issued 148,549 traffic citations and 68,582 traffic warnings.

Troop Stations

Headquartered in Epping, **Troop A** is responsible for patrolling Rockingham and Strafford counties, which includes Interstates 95 and 93 and Route 101 in the fastest-growing region of New Hampshire. Troop A personnel made a total of 1,571 criminal arrests during the 2002 and 2003 Biennium and 583 arrests for operating under the influence of alcohol or drugs and investigated 2,312 traffic crashes during the period, including 21 fatalities.



Troop B is headquartered in Milford and covers Hillsborough County, which includes the cities of Manchester and Nashua, as well as many small communities and rural areas. Troop B personnel made 1,394 criminal arrests during the Biennium and 605 arrests for Driving While Intoxicated, and investigated 342 traffic crashes, including 21 fatalities.

Headquartered in Keene, **Troop C** patrols Cheshire and Sullivan counties in the southwestern part of New Hampshire. Troop C personnel made 782 criminal and 338 DWI arrests during the Biennium and investigated 355 motor vehicle crashes, including eight fatalities.

Troop D has its headquarters in Concord and covers Merrimack County, including the state capital region and portions of Interstates 93 and 89. Troop D personnel made 1,209 criminal arrests during the Biennium, including 431 for DWI, and investigated 1,937 traffic crashes, including 23 fatalities.

Troop E is headquartered in Tamworth and patrols Carroll and Belknap counties. Troop E personnel made 1,256 criminal and 431 DWI arrests and investigated 375 motor vehicle crashes, including 12 fatalities.

With headquarters at Twin Mountain, **Troop F** is responsible for patrolling Grafton and Coös counties, including some of the most rural parts of New Hampshire. Troop F personnel made 1,359 criminal and 331 DWI arrests during the Biennium and investigated 1,185 traffic crashes, including 19 fatalities.

Special Weapons and Tactics

The Special Weapons and Tactics (SWAT) unit is

The SWAT unit provides Special Weapons and Tactics support to any jurisdiction in New Hampshire upon request.

In 2003, the SWAT unit responded to seven critical incidents, including domestic disputes, warrant service, a hostage taking and backup to regional SWAT teams operated by local police. That compared with a similar number of cases in the previous years.

In one such incident, the State Police SWAT unit assisted the Seacoast Emergency Response Team in a search of the Seabrook Station nuclear power plant and its grounds after intrusion alarms indicated that security at the plant may have been breached.

The incident turned out to be a false alarm, but since it occurred in the wake of the Sept. 11, 2001 terrorist attacks, it had to be taken seriously until it was clear that no intrusion had taken place.

Special Enforcement – Aviation and Motorcycle

The State Police Aviation Unit operates two aircraft, a fixed wing Cessna and a Bell helicopter. The Cessna is used mainly in traffic monitoring and enforcement in conjunction with troopers on the ground.

It also is used to support narcotics investigations, public relations, search, transportation, Homeland Security patrols and aerial photography.



The most frequent use of the Bell 407 helicopter is search and rescue operations. The aircraft is capable of operating in the higher elevations of the White Mountains and is able to fly quickly to inaccessible locations to locate and evacuate lost or injured persons.

In 2003 it was also used to provide damage assessment following the collapse of the Old Man of the Mountain. The helicopter is equipped with an FLIR (Forward Looking Infrared) system with night vision capabilities and a powerful “night sun” floodlight that is used to help locate missing and wanted persons.

In one such case, a local community had called for the assistance of the helicopter in locating a suspect that had been involved in a burglary. One suspect was captured while the other eluded police. The helicopter was able to find the missing suspect who had climbed up the side of the building and was hiding on the roof.

In 2003, the two aircraft flew 206 missions with combined flight times of 493 hours.

The State Police Motorcycle Unit consists of seven troopers who operate April through October on traffic enforcement and a variety of other duties. The Unit conducts intensive enforcement operations in areas where high numbers of accidents or violations have been observed.

The Motorcycle Unit has also taken part in Motorcycle Weekend enforcement operations and assisting with traffic patrol during races at New Hampshire International Speedway.

Unit members made 4,847 vehicle stops in 2003, compared with 4,073 in 2002, and participated in 442 motorcycle details in 2003, compared with 212 the year before.

Canine Unit

The State Police Canine Unit consists of 20 dog and handler teams distributed among all six troop stations. Trained dogs are able to do many things their human companions cannot. Their keen sense of smell allows dogs to hunt for missing people or to detect explosives, narcotics or other contraband, depending on their training. They are also extremely useful in crowd control and subduing violent suspects or prisoners.

In addition to carrying out its own responsibilities, the Unit trains canine teams for local police departments at its training facility at Bear Brook State Park.

The Canine Unit received 505 calls for service in 2003.

Explosive Disposal Unit

The Explosive Disposal Unit has four specially trained members capable of detecting and checking suspicious articles and rendering harmless any sort of bomb or improvised explosive device.

In addition to investigating bomb threats or suspicious packages, Unit members provide bomb sweeps in advance of VIP visits or major public events. They also inspect for and dispose of, all types of explosives, fireworks and volatile chemicals.

The Unit responded to 103 calls for service in 2002 and 81 in 2003. Those calls included suspect packages, hoax devices, improvised devices and VIP protection details.

Technical Crash Reconstruction Unit

The Technical Crash Reconstruction Unit consists of 14 members who have received specialized training in the field of motor vehicle collision investigation. Unit personnel respond throughout the state to assist with, investigate and reconstruct motor vehicle collisions involving technical issues.

Unit members also received specialized training in Motor Vehicle Reconstruction, Crash Data Retrieval, Forensic Mapping and Computer Drawing. These schools were in addition to the monthly in-service training that each Unit member attended.

Unit members provide training to other troopers in a two-week Basic At-Scene Collision Investigation school.

In February 2003, Unit members trained the Massachusetts State Police Reconstruction Unit in the Computer-Aided Design Auto Sketch drawing program. And in October 2003, the Unit's



monthly training was opened to include local police department crash reconstruction units from eight departments.

The Technical Crash Reconstruction Unit conducted 40 investigations during 2003, the majority of which resulted in felony convictions.

Executive Security

The Executive Security Unit is made up of three troopers who are detached from their regular assignments to provide round-the-clock protection to the Governor and First Family, whether in New Hampshire or traveling.

The Unit works with other state and federal agencies to provide protection for visiting dignitaries.

It is a member of the National Governor's Security Association, which helps to keep the Unit informed of local and national security issues.

State House Security

The State House Security Unit was founded in 1998 to provide protection and support for legislators, staff and visitors to New Hampshire's State House complex. The Unit is composed of two troopers, who coordinate with Legislative Protective Services and other local, state and federal agencies to safeguard the security of State House activities and special events.

Professional Standards

The Professional Standards Unit works to maintain the highest standards of professional conduct and to resolve complaints from the public against members of the N.H. State Police. Its work helps to maintain the integrity of the State Police by protecting the public against misconduct and troopers against unfounded allegations.

In 2003, the Unit handled a total of 101 complaints against members of the State Police, compared with 130 in 2002. Of the complaints filed in 2003, 52 were sustained, with the rest being judged non-actionable, unfounded, non-sustained or the officer was exonerated.

Most complaints originated during motor vehicle stops. The decline in the number of complaints from the first year of the Biennium to the second is attributed to training and the increased use of cruiser-mounted video cameras.



Support Services Bureau

The Support Services Bureau provides many of the behind-the-scene services necessary to keep the Division functioning. These include Recruitment and Training, Permits and Licensing, Radio Communications, Fleet Maintenance and Equipment Supply and Criminal Records.

Recruitment and Training

Eighteen probationary troopers were inducted into the N.H. State Police in 2003. The process of recruitment is continuous to maintain the personnel requirements of the Division.

After applicants are certified as eligible, they are given written and physical agility tests and appear before an oral examination board. Applicants also receive a thorough background investigation, polygraph test and review by the Director. Finally, applicants receive physical and psychological examinations.

Probationary troopers who have not previously been certified as full-time police officers must then attend the N.H. Police Academy for additional classroom, physical and firearms training. Upon certification, probationary troopers receive additional training with the Prosecution Unit and Headquarters/Troop Communications Centers before receiving assignments to their Field Training Officers.

Training for probationary and more experienced troopers continues with week-long training sessions specializing in prosecution, collision investigation, criminal investigation and interviewing.

An annual Emergency Vehicle Operator Course is conducted at New Hampshire International Speedway in Loudon. Eighty-one troopers completed that

three-day course in 2003.

Recruitment and Training provided six monthly training sessions at each of the field troops for auxiliary troopers and full-time officers, with attendance at each session averaging 75 officers, as part of their annual training requirement.

Permits and Licensing

The Permits and Licensing Unit is responsible for issuing permits or licenses for explosives, fireworks, private investigators and security guards and pistols for non-residents. The Unit also conducts background checks for the purchase of pistols.

In 2003, the Unit conducted 12,960 handgun background checks on potential purchasers, issued 6,831 non-resident pistol permits and licensed 1,820 private investigators and security guards.

Investigative Services Bureau

The Investigative Services Bureau is responsible for the identification, investigation, apprehension and prosecution of individuals or groups involved in criminal activities in New Hampshire. The Bureau acts as the primary investigative agency or supports federal, state, county or local agencies in criminal investigations.

Bureau personnel serve in partnership with other law enforcement agencies on a variety of joint projects, including the Drug Enforcement Administration's High Intensity Drug Trafficking Area (HIDTA) program, the Attorney General's Drug Task Force, the New Hampshire Sex Offender Registry, the Violent Criminal Apprehension Program (ViCAP), the Northern New England Internet Crimes Against Children (ICAC) Task Force, the National Combined DNA Index System (CODIS), the Federal Bureau of Investigation's Integrated Automated Fingerprint Identification System (IAFIS) and the Law Enforcement Names Search (LENS).

Following the terrorist attacks of Sept. 11, 2001, the Bureau has become involved in anti-terrorist activities, participating in the U.S Attorney's Anti-Terrorism Task Force and the FBI's Joint Terrorism Task Force.

The Bureau is composed of four units: the Forensics Laboratory, Major Crime Unit, Narcotics Investigation Unit and the Special Investigations Unit.

Forensic Laboratory

The State Police Forensic Laboratory is the sole provider of traditional forensic laboratory services in New Hampshire. It provides these services free of charge to all bona fide law enforcement agencies conducting investigations anywhere within the state's borders. The Forensic Laboratory routinely receives and analyzes evidence from over 220 city and town police departments, nine state law enforcement agencies including the State Police, 10 county sheriff departments, numerous city and town fire departments, and, on occasion, federal law enforcement agencies conducting criminal investigations in the state.

Agency Case Submissions		
Agency Type	1999	2003
State Police	1,114	1,116
Other State Agencies	501	537
Local Police & Fire	5,263	5,622
County Agencies	33	51
Federal Agencies	10	20
TOTALS	6,921	7,346
Requests for Analysis		
	1999	2003
Controlled Drug	6,122	6,292
Serology	409	412
DNA	N.A.	142
Fingerprint	1,549	899
Firearms	59	87
Trace	177	130
Computer	N.A.	27
Miscellaneous	299	152

Major Crime Unit

The Major Crime Unit is primarily responsible for suspicious death investigations and crime scene documentation. It also investigates allegations against public officials and incidents involving internal or sensitive issues.

Unit members have extensive experience in a va-

riety of investigative areas before being assigned to it. They are organized into eight sections: Computer Crimes, Crime Scene Services, Family Services, Historic Cases, Missing Persons, Polygraph, Violent Criminal Apprehension Program (ViCAP) and Corrections Liaison. They work closely with investigators from local, county, state and federal agencies, including the Office of the Chief Medical Examiner.

In 2002, the Unit carried out 66 investigations, including nine homicides, nine other death investigations and one fugitive from justice case. That compared with 57 total cases in 2003, including eight homicides, three other death investigations and seven fugitive from justice cases.

Narcotics Investigation Unit

The Narcotics Investigation Unit is responsible for identifying, investigating and apprehending persons involved in the illegal trafficking of controlled substances in violation of state and federal laws.

In 2003, the Unit handled 155 cases, confiscating 6.3 kilograms of marijuana, 9.55 grams of heroin and \$315,721. That compares with 164 cases in 2002, and confiscation of 18.4 kilograms of marijuana, 2 grams of heroin and \$181,938 in cash.

Special Investigations Unit

The Special Investigations Unit is made up of investigators with special expertise in various types of cases. They routinely assist local, state and federal agencies in multi-jurisdictional investigations.

The Unit is composed of six sections: Auto Theft, Sexual Offender Registry, Terrorism Intelligence, Organized Crime, Financial Crime and Gaming Fugitive Apprehension.

In 2003, the Unit increased investigative efforts into illicit gambling conducted with businesses in New Hampshire.

Terrorism Intelligence continued to analyze terrorism related intelligence and coordinated the dissemination of terrorist related intelligence among New Hampshire law enforcement agencies. The Unit provided critical terrorist updates and officer safety information to all sworn Division members and approximately 151 local law enforcement agencies.

The State Police Sex Offender Registry began posting photographs of offenders against children on

its website in September 2003. Approximately one thousand offenders' pictures were posted.

Colonel Gary Sloper served as Director of State Police during Fiscal Years 2002 and 2003.

In Memoriam

Trooper Raymond A. Elliott

*July 15, 1946 to
June 1, 1947*

Trooper Harold B. Johnson

*July 1, 1937 to
October 11, 1948*

Lieutenant Ivan Hayes

*July 1, 1937 to
July 18, 1959*

Trooper Gary P. Parker

*September 12, 1986 to
November 29, 1989*

Trooper Joseph E. Gearty

*August 31, 1984 to
November 30, 1989*

Sergeant James S. Noyes

*February 25, 1977 to
October 3, 1994*

Trooper Leslie G. Lord

*January 16, 1987 to
August 19, 1997*

Trooper Scott E. Phillips

*March 23, 1990 to
August 19, 1997*

DIVISION OF MOTOR VEHICLES

Bureau of Driver Licensing

The Bureau of Driver Licensing is responsible for administering the vision, written, and driver skill road tests for all first-time driver's license applicants in the state.

Twenty-two Licensing Examiners conduct driver testing at 17 locations throughout the state. These locations include: Claremont, Colebrook, Concord, Dover Point, Epping, Gorham, Keene, Belmont, Lebanon, Manchester, Merrimack, Milford, North Haverhill, Rochester, Salem, Tamworth and Twin Mountain.

In addition to first-time licenses, the Bureau provides renewal services to more than 990,000 currently licensed New Hampshire motor vehicle operators, ranging in age from 16 to more than 100 years.

On September 1, 2001, the Bureau of Driver Licensing implemented a policy that required all non-U.S. citizens to process their applications for a driver's license or non-driver ID in the Concord Licensing Office.

The Non-U.S. Citizen Desk which consists of two highly trained personnel who are able to detect counterfeit, altered or forged documentation, has been cred-

ited with thwarting attempts by various customers to fraudulently obtain a New Hampshire driver's license or non-driver ID. By speaking several foreign languages, these two employees help the Bureau of Licensing to better serve our foreign customers.

The Bureau of Driver Licensing Commercial Driver's License examiners are Highway Patrol and Enforcement officers who ensure that all commercial vehicles and drivers meet all requirements of the commercial vehicle laws and rules. They also conduct vehicle inspections under the auspices of the motor carrier rules.

Legislative Updates

House Bill 497 of the 2003 session amended RSA 263 to include a provision that authorizes the Director to temporarily transfer a suspended or revoked license to inactive status. This can occur when a person's license has been suspended for matters or circumstances related to the failure of a re-examination as the result of a medical, physical or psychological condition.

The process of placing an individual into an inactive status will accommodate the individual's opportunity to participate in a training or rehabilitation program approved by the Director.

Effective January 1, 2003, applicants were permitted to place their mailing address, as opposed to their home address, on the face of the license.

The law requires that a Social Security Number (SSN) be provided upon first-time application for a driver's license. This law was changed to allow the applicant to have his or her SSN removed from the records maintained by the Department of Safety and allows the applicant to decide if the number appears on his or her license or not.

In the 2002 Legislative session, the expiration of all operator licenses was changed to the fifth anniversary of the license holder's date of birth.

In addition, the passenger restriction on youth operator licenses changed from 90 days to six months.

This extended restriction prohibits a youth operator from operating a vehicle with more than one person under the age of 25 who is not a family member.

The bill also added a subparagraph stating that a youth operator's license will expire one month after the first anniversary of the date of issue.



Bureau of Registration

The Bureau of Registration oversees the proper registration of any vehicle of any type required to be registered, with the exception of off-highway recreational vehicles. The Bureau is responsible for collection of the appropriate fee in accordance with the provisions of the state motor vehicle laws.

The purpose of the registration requirement is to protect the public by having the authority to identify vehicles in motor vehicle crashes.

At the close of the Biennium, the Bureau recorded the issuance of 2,695,104 registration plates of all types.

Plates issued to passenger cars totaled 1,538,697, while trucks accounted for 710,019 of the over two million registration plates issued to New Hampshire motor vehicle owners during this Biennium.

New Hampshire counties and the total number of vehicles registered during the reporting period are: Belknap, 137,156; Carroll, 121,861; Cheshire, 157,656; Coös, 77,844; Grafton, 178,301; Hillsborough, 759,681; Merrimack, 314,385; Rockingham, 628,982; Strafford, 219,510 and Sullivan, 95,624; deferred reporting towns from all counties, 4,104.

The registration of motor vehicles in New Hampshire is a service also performed by authorized Municipal Agents in their respective cities and towns. With the approval of the governing body of a city or town, and subject to the direction and approval of the Commissioner, the Director may appoint municipal officials as agents to issue, renew or transfer motor vehicle registrations. Agents are either on-line with the state registration computer system, or they are off-line agents, who send all their state processed registrations to the Division for entry into the state system.

At the close of the biennium, there were approximately 80 on-line Municipal Agents and approximately 114 off-line Municipal Agents.

During this Biennium, the Division continued working on designing a new vehicle registration and titling computer system called MAAP, which stands for Municipal Agent Automation Project. MAAP will be designed as a more enhanced computer system which will allow authorized on-line Municipal Agents to process the local and state portions of more registrations.

MAAP is currently set to be implemented in 2005.

The Bureau of Registration operates 13 state registration offices. The main headquarters is located in Concord, with substations located in Claremont, Dover Point, Keene, Epping, Gorham, Lebanon, Manchester, Milford, Rochester, Salem, Tamworth and Twin Mountain.

The Bureau is also responsible for the registration of boats and regulation of all New Hampshire Boat Registration Agents, the Walking Disability Section which processes all applications for disability placards, overseeing all dealers and inspection stations throughout the state and is a member jurisdiction of the International Registration Plan (IRP).

Bureau of Title and Anti-Theft

As part of the Division of Motor Vehicles, the Bureau of Title and Anti-Theft follows the certificate of title and anti-theft provisions of the NH RSAs and Administrative Rules. The Bureau supervisor is empowered by the Director of Motor Vehicles for the administration and enforcement of all applicable RSAs.

The Bureau is responsible for determining the legal ownership of motor vehicles, recording liens, initiating division investigations pertaining to criminal and consumer fraud, and conducting hearings on untimely title submissions or applications not in compliance with the law.

The Bureau works closely with the Division of Motor Vehicles Highway Patrol and Enforcement and the Division of State Police whenever criminal investigations are required. Other federal, state, county and



local law enforcement agencies assist in identifying stolen vehicles, title and insurance fraud, dealer violations, consumer complaints, and other related issues.

The Bureau uses many tools to assist with the detection and prevention of title fraud. One such tool is the National Motor Vehicle Title Information System (NMVTIS), which shares title information among the participating states to ensure that issues such as brand and odometer discrepancies are not omitted.

In Fiscal Year 2002, a total of 351,799 titles were issued. In Fiscal Year 2003, a total of 395,250 titles were issued, which is a 12.35 percent increase over the prior year.

Throughout Fiscal Years 2002 and 2003, the Bureau conducted 254 hearings, 49.2 percent of which addressed non-submission of title paperwork and 44.1 percent addressed salvaged vehicles.

The Bureau operates with approximately 30 employees and conducts weekly dealer classes and monthly town clerk classes to ensure that all representatives of working agents are familiar with the paperwork, laws and issues that apply to the ownership of vehicles.

Two-thousand-two brought two significant changes in the rules of the Bureau. The 15-year title requirement finally took full effect. The Title Bureau worked up from a 10-year requirement to the 15-year requirement one year at a time over a five-year period.

Duplicate title applications are now allowed to be mailed directly to New Hampshire licensed dealers when a vehicle is traded or sold to a dealer and the appropriate paperwork is provided.

When a vehicle requiring a title is purchased, the Bureau examines the supporting documents, verifies the Vehicle Identification Number (VIN), checks against records of stolen and converted vehicles, and verifies ownership. When the VIN passes examination, the title is issued.

Bureau of Financial Responsibility

The primary responsibility of this bureau is the administration of those portions of the motor vehicle statutes that have direct bearing on an individual's driving record history, license/registration status and highway safety.

Financial Responsibility is directly responsible for

receiving, processing and maintaining records that relate to individuals, law enforcement agencies, out-of-state DMV registries, and the court systems. It is divided into eight subsections. Each of the sections is a specialized unit, directly responsible for processing various documents, certificates, and information related to a specific specialty area.

Bureau Sub-Sections

Imaging – Transfers all supporting documents and/or information regarding actions such as suspensions, revocations, and restorations associated to an individual into a computerized document imaging and retrieval system.

Driving Records – Processes requests for New Hampshire Driver Motor Vehicle Records (certified, non-certified, insurance copies); records motor vehicle violations, court documents and abstracts that support the administration of the Financial Responsibility Act, the Habitual Offender statute and the General Hearings Program. Court convictions outlined under Title XXI are also recorded.

Information related to crash involvement and those incidences that meet the reporting criteria defined by the statute, are entered into the N.H. Department of Safety database, in accordance with provisions established by the New Hampshire Privacy Act.

SR22/Alcohol – Verifies the accuracy of and processes SR22 Certificates of Insurance and Impaired Driver Intervention Program completion certificates in accordance with New Hampshire guidelines, motor vehicle laws, administrative rulings and court requirements.

Plea by Mail – Completes the data entry of standard “minor” traffic violations issued by local or state law enforcement officers into the DOS computer database in a timely and accurate manner. This Subsection is also responsible for processing minor in-state and out-of-state court documents. Examples of such are traffic signal violations, yellow line violations, illegal possession of alcohol, and operating without a valid license.

Credit Card – Solely dedicated to processing credit card transactions received via the phone or mail, related to fees owed to the DOS resulting from traffic violations, court actions, and administrative action by the DOS or the Bureau of Hearings.

Majors – Processes major in-state and out-of-state court violations and/or convictions in a timely and efficient manner and in accordance with requirements established by the Division, motor vehicle laws, administrative rules and court orders. This would include generating notices of suspension and/or revocation related to conviction including, but not limited to, DWI offenses, conduct after an accident, operating after suspension and/or revocation, and reckless operation.

Crash Unit – Performs data entry of information reported to the DOS related to reportable and non-reportable crash incidents received from New Hampshire law enforcement agencies and individuals. Responsibilities also include maintaining records, generating suspensions resulting from uninsured accidents, defaulted agreements, and/or civil judgments awarded from a New Hampshire court.

Financial Responsibility Counter - Has face to face contact while assisting the public, answers questions via telephone, approves documents received from courts and programs, processes requests for New Hampshire driving records in accordance with the New Hampshire Privacy Act, and processes fees owed to the DOS.

Other administrative tasks include, but are not limited to:

- Issuing suspensions as directed by the Director of Motor Vehicles related to medical problems or conditions, involvement in a fatal accident or failure of license re-examination.
- Issuance of pickup orders to Highway Patrol and Enforcement for driver's licenses and/or license plates and registrations.

- Recording of child support compliance and non-compliance notices received via the N.H. Office of Child Support Services.
- Processing parental consent withdrawals of license and registration privileges for minors.
- Processing protested checks from town clerks in relation to registration privileges.
- Recording of completion certificates from Alcohol Programs, Defensive Driver and Attitude Programs to the motor vehicle record.
- Gathering and recording of information using Problem Driver Pointer System (PDPS). The Bureau transfers conviction information from other state and enters reciprocity data.
- Processing SR22 Certificates of Insurance and SR26 Cancellation of Insurance certificates.
- Certifying motor vehicle records and documents as requested.
- Recording of plea-by-mail citations.
- Recording conviction and default findings issued by in-state and out-of-state courts.
- Issuing reciprocity suspensions and transferring conviction information from other states.

Changes in the Law

House Bill 1434 was passed, amending RSA 264:16 Medical Payments. All liability policies must now have a \$1,000 minimum medical cost coverage to pay for any injured drivers or passengers in the insured vehicle. The medical cost coverage was previously \$5,000.

Bureau of Highway Patrol and Enforcement

In the year 2000, the Bureau of Highway Patrol and Enforcement (HPE) was established by the Commissioner of Safety as per RSA 266:1-a and began operating as a new Bureau within the Department of Safety, Division of Motor Vehicles. The Bureau is composed of three primary units: Motor Carrier, Field Operations and Special Investigations.

HPE is extremely diversified. Not only does the Bureau enforce all state criminal and motor vehicle laws, rules and regulations, it is exclusively responsible for the enforcement of all federal regulations regarding the movement of commercial vehicles as they travel the state's roadways.

Such enforcement efforts have resulted in a total

Crash Statistics		
	2002	2003
Fatals	117	114
Non-fatals	34,9134	32,645
Plea-by-Mail (Violations Received)		
	2002	2003
Revocations	122,186	128,168
Suspensions	7,810	7,568

of 263 searches and 215 arrests during the Biennium.

HPE officers have authority to stop and inspect the driver, passenger(s) and cargo of any and all commercial motor vehicles at any time and location.

Additionally, HPE officers supplement enforcement of all federal laws governing the movement and equipment of commercial vehicles involved in inter- and intrastate commerce as well as those laws pertaining to commercial driver qualifications. Furthermore, officers are utilized in the annual safety inspection of every school bus operating in the state.

Motor Carrier Unit

This Unit has many functions. Some members of this Unit are on a Weigh Team. Weigh Team members operate a permanent, state-of-the-art scale facility on Route 93 in the Town of Windham. They also travel throughout the state enforcing the overweight statutes with the use of portable scales.

The importance of enforcing these statutes is two-fold. Overweight vehicles are typically more dangerous on the roads because of the extra effort needed to stop and control them. Also, the damage caused to the roadway by each overweight truck is significantly more than legally loaded vehicles. The goal of this Team is to prolong the life of our roads, and save the lives of those who use them.

Motor Carrier Unit members are utilized in the investigation of crashes involving all types of commercial vehicles to include driver issues as well as evaluations of all mechanical components. Furthermore, whether crash related or not, Unit members conduct compliance reviews of commercial motor carriers throughout the state.

This Unit also works with specially trained dogs regarding drug interdiction and explosives detection.

Unit members patrol the state's borders, along with two K-9 teams, assisting federal, state and local agencies in border security along the Canadian and neighboring state borders. A Federal Motor Carrier Border Grant for New Hampshire was obtained to address border activities of commercial vehicles that operate within and through the state. From October 1, 2002 to June 30, 2003 this specialized team conducted 4,434 inspections, which revealed a total of 8,016 violations. During drug interdictions utilizing the Bureau's K-9s, 18 drug related arrests were made.

Field Operations Unit

Field Operations officers routinely monitor, investigate and enforce the laws and rules governing the operation of new and used automotive dealerships and automotive safety inspection stations. These officers conduct classroom instruction and final practical examination of all applicants for automotive safety inspectors, as well as enforcing the laws and rules governing current safety inspectors.

Vehicles deemed as having been salvaged by an insurance company but restored by their owners, are physically examined to ensure appropriate repairs have been made and the vehicle is safe to resume operation on New Hampshire's roadways. Upon receipt of a satisfactory examination, a new Vehicle Identification Number is assigned and affixed.

This Unit also locates and serves notice to those persons who pose a severe risk to the general public by virtue of the manner in which they operate a motor vehicle and as such are provided due process to determine their eligibility to be classified as an Habitual Offender. Officers also locate and retrieve driver's licenses or registration plates that have been suspended or revoked.

The Field Operations Unit also has teams that provide specialized services. One team conducts mechanical examinations of vehicles and crash reconstruction at the request of other law enforcement agencies when there has been a crash resulting in a fatality and/or serious personal injury. Another team within this Unit is charged with the detection and apprehension of aggressive drivers of commercial vehicles and operators of passenger vehicles who operate aggressively in close proximity to commercial vehicles.

Frequently, Field Operations officers will provide backup for other law enforcement agencies, as needed, or handle any type of call for service where another law enforcement agency may not be readily available.

The Field Operations Unit takes the lead in the Administrative Hearing process to include the prosecution of drivers who have operated improperly or illegally and contributed materially to a crash resulting in serious injuries and/or death. Other administrative prosecutions include regulation of automotive dealerships and inspection stations, vehicle registrations, and residency restrictions.

Special Investigations Unit

The members of this Unit investigate a wide array of offenses, including: identity fraud, odometer fraud, title fraud, auto theft, stolen vehicle parts, VIN tampering, heavy equipment theft/tampering, false address (residency), National Crime Information Computer (NCIC) locates, and insurance fraud.

Other responsibilities of the officers in this Unit include illegal aliens' arrest and detention for the U.S. Immigration and Naturalization Service, DMV Civilian Employee Internal Affairs investigations and E-Bay fraud.

This Unit works closely with the Social Security Administration, the Non-Resident Desk, the Bureau of Title and Anti-Theft, the National Insurance Crime Bureau (NICB), the National Equipment Registry (NER), the U.S. Attorney's Office and local police agencies in need of assistance.

The Special Investigations Unit takes the lead in coordinating and overseeing the prosecution of all criminal matters investigated by the entire Bureau.

Administration Section

Highway Patrol and Enforcement oversees facets of driver licensing including Non-United States citizens seeking New Hampshire driving privileges, driver education and all commercial driver license (CDL) testing. The Bureau has a special team that conducts the CDL process in numerous locations all over the state.

The Bureau includes a Mountain Bike Patrol Unit that works with local law enforcement agencies to include providing fatal statistics. The Unit works with towns and cities regarding the safety of their roadways based on the crash statistics, suggesting locations of traffic lights, intersection improvement and officer-aided traffic movement at certain times of the day.

The Bureau's bike patrol includes officers who provide instruction and certification for other law enforcement agencies seeking to add bike patrol officers through the New Hampshire Police Standards and Training Council.

Highway Patrol and Enforcement is responsible for the training of all its members. In 2003, there were 5,502 hours of training completed by Bureau officers.

Highway Patrol and Enforcement is proud to have an Honor/Color Guard Unit with members located throughout the state. This unit attends special law en-

forcement events such as the Police Memorial and other police expositions.

The Unit represents the bureau at funerals involving law enforcement personnel or their family members, parades, and any other special requests made by an officer within HPE or a DMV employee.

Internal Audit Section

As a result of the Legislative Budget Assistant audit report, dated May 12, 2000, an Internal Audit Section was established to ensure that all recommended practices were implemented and that all Bureaus and Sections operated under tight fiscal controls with emphasis on accurate and secure cash drawers, petty cash and vault operations.

This Section was established in early 2002 to provide an in-house capability for performing audits of DMV bureaus and municipal agents, along with improving and implementing proper internal control and review procedures. In 2002 and 2003, the Internal Audit Section was comprised of one administrator and three auditors. During this time period, 109 municipal agent audits were conducted.

In performing audits and operational reviews, the Section evaluates the adequacy of the financial internal controls of the DMV, the extent of compliance with established procedures and regulations, and the overall effectiveness of the financial aspects of DMV operations. The auditors make recommendations for improvements to procedures for the purpose of strengthening internal controls within the division.

The audits performed on DMV municipal agents are for the purpose of ensuring compliance with state statutes, DMV rules and municipal agent procedures. The reconciliation of DMV inventory, and the accurate and timely reporting of revenue and deposits, ensure the integrity of state funds, and are significant parts of the audit process.

The Internal Audit Section, by identifying system weaknesses, provides information and assistance in the development of Standard Operating Procedures (SOP's) to comply with laws, rules and proper accounting procedures for the DMV and its agents.

The administrator of the Internal Audit Section prepares fiscal impact statements for proposed legislation that may affect any area of the DMV. In addition, preparation of all Division grants is made for submis-

sion to Governor and Council, authorizing the acceptance and expenditure of grant funds.

The Internal Audit Section is instrumental in preparing the Division budget and in controlling and monitoring the expenditure of funds. DMV invoices are reviewed to ensure that charges are proper and applied to the correct Bureau.

Driver Education Unit

The Driver Education Unit, provides oversight and support to New Hampshire's public and private high schools as well as the 65 commercial driving schools throughout the state.

There are 172 certified driver education instructors. Each instructor has passed a comprehensive written and driving test administered by the Driver Education Unit, and completed the six-credit driver education instructor curriculum.

Driver education in the State of New Hampshire is jointly administered by the Department of Safety, Division of Motor Vehicles and the Department of Education. The Driver Education Unit is responsible for ensuring that driver education conducted by private or public high schools and commercial driving schools meet all statutory and administrative requirements. The Department of Education is responsible for all driver education curricula, as well as the educational requirements for instructors.

The Driver Education Unit is supervised by a Highway Patrol and Enforcement Officer and has been a part of the Bureau of Highway Patrol and Enforcement for one year.

RSA 263:19 requires all individuals 16 or 17 years of age, wishing to apply for a driver's license, to complete an approved driver education program. Over 15,000 students participated in driver education in fiscal year 2002 and 2003, through a high school or commercial driving school.

The Driver Education Unit is responsible for ensuring that each of these students is trained using the standards that the State of New Hampshire has established within Administrative Rules Saf-C 3100.

All driver education material is distributed to the public and schools through this Unit including driver manuals, driving logs, parental permission slips, and applications. Public requests for driver manuals, driving school information, driver improvement, senior ser-

vices, and youth driver laws total more than 50 requests per month.

The Unit receives more than 500 calls monthly from students, parents, and community members requesting driver education clarification and information.

Driver improvement courses are also approved and inspected by the Driver Education Unit. There are currently 16 N.H. Approved Driver Improvement Programs.

Pursuant to RSA 263:52, an approved public/private high school or School Administrative Unit, shall be reimbursed \$150.00 from the driver education fund for each pupil who has completed the driver education program. These funds are to be used by the school or SAU for the sole purpose of promoting youth driver education and safety on roads and highways.

In fiscal year 2002, 9,739 students were eligible for reimbursement and 10,179 in fiscal year 2003.

Training Unit

The Training Unit began training DMV employees at the start of 2002. Initially, mandatory courses (a yearly requirement for all employees) covered the following basic topics: Telephone Skills, Customer Service Skills, Ethics, and the Driver Protection Privacy Act. There were 378 employees trained in 2002.

These courses were revised and updated in 2003. The skills taught covered subjects such as proper phone etiquette, handling customers in a courteous and efficient way, techniques to help decide the wisdom of a possible action, and guidance on the federal Privacy Act, which is designed to protect citizens' motor vehicle information from being released to unauthorized individuals or entities.

The classes encourage the use of the learned material by requiring employees to complete an Action Plan. This plan has the employee look at their habits and apply the newly learned skills. It helps them set goals for applying the information on the job.

The creation of non-mandatory courses also began in 2003. These courses were designed to help develop the DMV employees' professional skills such as delegation, creative problem solving, conflict resolution, motivational skills, communication skills, business writing, people skills, and many others. These classes have been highly used by the employees and have reportedly resulted in noticeable improvements

to employees' professional skills.

The mission statement for the Unit is “to provide all Division of Motor Vehicles personnel with clear, helpful, timely, appropriate and free information to develop the skills necessary for both basic job duties and growth, in a manner that is both convenient and comfortable.”

The Unit continually reinforces the mission and the fundamental goals of the training by using the acronym S.T.A.R.S: Striving Towards Amazing and Respectful Service.



Pupil Transportation Unit

This Unit is headed by a Pupil Transportation supervisor who is authorized by RSA 266:7 to conduct inspections of school buses to determine their road-worthiness and compliance with state and federal regulations.

In addition, the supervisor also holds a vital position at the Bureau of Emergency Management's Emergency Operations Center. This position is responsible for the coordination of providing school buses for emergency evacuations and transportation in the event an emergency is declared in the state.



This Unit is responsible for the training of all school bus drivers and school bus driver instructors in the state. School bus stop evaluations, railroad crossing and covert details are also conducted.

Though all school buses are subject to state safety inspections twice a year by an official state inspection station, they are mechanically inspected annually by a Highway Patrol and Enforcement Officer and issued a school bus decal before the vehicle can carry any passengers.

There are five classes of vehicles used as “approved school buses” in the State of New Hampshire: A, B, C, D and Multi-purpose.

TYPE A



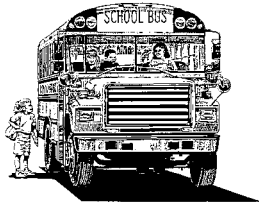
A type “A” school bus is a conversion or body constructed upon a van-type compact truck or a front-section vehicle with a gross weight rating of 10,000 pounds or less and designed for carrying more than 10 persons.

TYPE B



A type “B” school bus is a conversion or body constructed and installed upon a van or front-section vehicle chassis or stripped chassis with a vehicle weight rating of more than 10,000 pounds and designed for carrying more than 10 persons. Part of the engine is beneath and/or behind the windshield and beside the driver's seat. The entrance door is behind the front wheels.

TYPE C



A type "C" school bus is a body installed upon a flat back cowl chassis with a gross vehicle weight rating of more than 10,000 pounds and designed for carrying more than 10 persons. The entire engine is in front of the windshield. The entrance door is behind the front wheels.

TYPE D



A type "D" school bus is a body installed upon a chassis with the engine mounted in the front, midship, or rear with a gross vehicle weight rating of more than 10,000 pounds and designed for carrying more than 10 persons. The engine may be behind the windshield and beside the driver's seat, at the rear of the bus, behind the rear wheels, or midship between the front and rear axles. The entrance door is ahead of the front wheels.

Multi-Purpose Passenger Vehicle means a vehicle such as a van, station wagon, and passenger vehicle of a type that is not designed as a school bus and has a rated passenger capacity of a maximum of 10 passengers including the driver.

In fiscal years 2002 and 2003, a total of 5,348 approved school buses were inspected: 936 type A, 26 type B, 2,372 type C, 1,376 type D and 637 multi-purpose. During these inspections, only 1,328 defects were discovered, an average of only .24 defects per bus.

In fiscal years 2002 and 2003, this Unit renewed 2,781 licenses and issued 1,723 new bus driver licenses. There were 1,262 rosters submitted and 91

roster denials. Twenty-eight hearings were conducted and there were 141 school bus crashes.

This Unit is an integral part of the investigation of all school bus collisions and thoroughly investigates complaints regarding school buses and school bus drivers.

Motorcycle Rider Training Unit

The New Hampshire Motorcycle Rider Education Program conducts statewide classes in motorcycle safety. Using a curriculum developed by the Motorcycle Safety Foundation, this Unit offers classes to beginner and experienced motorcyclists at nine sites throughout the state.

In 2002 and 2003, the Unit began using the Motorcycle Safety Foundation's new training class titled, "The Basic Rider Course" or BRC. This was an effort to offer the most current and comprehensive training system available to increase the knowledge and safety of New Hampshire's motorcyclists.

The emphasis of the BRC is on the needs of individual students. The course is based on adult learning principles and student-centered learning. The class has a flexible, learner-centered structure allowing the students more opportunities to make judgments, which will help better prepare them for the street.

Implementation of this program began in 2002 and was completed in 2003. That required the repainting of 10 training courses and the training of 53 DMV instructors to teach the new curriculum.

Interest in the program and demand for classes increases every year. On the first day of the 2003 registration, the Unit took in 580 registration forms. During 2002 and 2003, 13 new instructors were hired to meet the needs of students.

In 2002, the Manchester training site moved to the Tri-Town Ice Arena in Hooksett and a new training site was opened at the Franklin Pierce College campus in Keene.

Response to the BRC has been very positive. A student from Dover commented, "I found the course very informative and at the same time challenging. I learned a lot from it and am extremely happy I took it." And after a class in Laconia, another student said, "This class was fantastic!! Both instructors were very encouraging and helped me learn a great deal of safety lessons."

The Motorcycle Rider Education Program owns and maintains a fleet of 150 motorcycles and operates at training sites in the following towns: Concord (two locations), Dover Point, Hooksett, Keene, Laconia, Nashua, North Hampton and Whitefield.

Inspection and Dealer Unit

The Bureau of Registration, Inspection and Dealer Program Units control the distribution of motor vehicle inspection stickers and dealer plates. These Units are also responsible for ensuring that each dealer is appropriately bonded.

In conjunction with the Highway Patrol and Enforcement Bureau (HPE), these Units ensure that all motor vehicle laws and rules are adhered to and that the proper procedures are followed in all processes. HPE oversees the enforcement and audit portions of all dealers and inspection stations.

The Bureau of Registration supervisor oversees the Unit in the development, preparation and implementation of appropriate documentation, policies and reports according to motor vehicle laws and regulations pertaining to dealers and inspection stations.

Other duties include conferring with the Director of Motor Vehicles and other organizational entities to discuss and resolve problems encountered by dealers, advise and assist staff attorneys to revise statutes and regulations, the distribution and security of dealer plates, and coordinate all hearings for plate and bond violations.

Unit employees are responsible for determining which applicants qualify for inspection stickers and dealer plates, and must assure that all vehicle dealers are properly bonded.

The Inspection and Dealer Program Units have made vast improvements in consistency of information and service to the public.

All renewals for dealers continue to be processed in the Concord office due to the volume of paperwork that must be checked prior to renewal.

International Registration Plan Unit

The International Registration Plan (IRP) program is a special plan for the registration of vehicles that must travel in two or more member jurisdictions. It is a registration reciprocity agreement among states in the United States and the provinces of Canada that

provides for payment of license fees on the basis of fleet miles operated in the various jurisdictions.

Program personnel consist of a supervisor and two support staff members who are responsible to provide services to the public, either in person or by phone. They process applications, disburse fees every month to other jurisdictions, provide assistance to the Road Toll Field Audit Bureau to aid in the disbursement of final audit findings to other jurisdictions, and prepare billing for the collection of audit fees.

A fleet vehicle is known as an apportioned vehicle and, for the purposes of registration, may be operated interstate and intrastate.

Under the terms of the plan agreement, one jurisdiction will collect the apportioned fees and divide them among the other IRP jurisdictions according to percentage of mileage traveled in each jurisdiction, vehicle identification information, and maximum weight. During this Biennium, IRP considered joining the IRP Clearinghouse, which is a database utilizing Internet technology for user interfaces, and to exchange data.

A data file is sent to the Clearinghouse by each participating jurisdiction on a monthly basis. This file determines which jurisdictions will receive funds electronically, or which jurisdictions will have to transmit funds electronically. By joining the Clearinghouse, it will eliminate the IRP Unit from having to request checks to pay each jurisdiction individually.

More than one vehicle owned by the same person can be registered in the IRP program if the following criteria apply: vehicle is "for hire" and used for the transportation of people; is designed, used and maintained primarily for the transportation of property; is a power unit having a gross vehicle weight in excess of 26,000 pounds; is used in combination when the weight of such combination exceeds 26,000 pounds gross vehicle weight; or if vehicles of combination thereof have a gross vehicle weight of 26,000 pounds or less.

IRP is also exploring the option of PRISM, Performance and Registration Information Systems Management. PRISM is a cooperative federal and state program to link safety fitness to state vehicle registration. It is a process to improve the safety of high-risk motor carriers through more accurate identification, treatment and assessment. IRP provides the framework for PRISM, making safety fitness a requirement

and uses registration sanctions in conjunction with an FMCSA out-of-service order as a powerful incentive to improve safety.

During the Biennial reporting period, there were approximately 3,870 active accounts and 12,213 registered vehicles. On average, \$823,000 in monthly fees are collected. After apportioned fees are distributed to other states, approximately \$475,000 remains with the state.

New Motor Vehicle Arbitration Board

The New Motor Vehicle Arbitration Board was implemented in 1992 and is administratively attached to the Division of Motor Vehicles. The Arbitration Board consists of five members and three alternate members who are appointed by the governor and council. There are three consumer representatives, a new car dealer, an automotive expert, a consumer alternate, a dealer alternate, and an automotive alternate. Each is appointed for a three-year term and may be reappointed for one additional three-year term.

The Arbitration Board is empowered to act after the owner or lessee of the problem vehicle has documented one of the following: at least three unsuccessful warranty repair attempts to correct a defect or nonconformity, or 30 or more business days out of service during the warranty period for warranty problems. The alleged defect(s) or condition(s) must not be the result of abuse, neglect, unauthorized modifications or alterations by the customer.

Vehicles that qualify for filing are passenger cars and trucks that do not exceed 9,000 pounds gross vehicle weight. In 2002, motorcycles and off-highway recreational vehicles (OHRVs) were included as qualifying for filing. Tractors and vehicles owned by a government entity do not qualify.

Consumers pay a \$50 fee at the time the demand and supporting documentation are filed. They may represent themselves before the Board and need not hire an attorney. A consumer is entitled to a hearing within 40 days of filing the Demand for Arbitration and supporting documents.

The manufacturer is allowed one final opportunity to repair or correct the defect or nonconformity after the consumer has filed the demand. If the matter is not resolved either through a final repair or settlement, both the consumer and the manufacturer appear before the

Board for resolution. The Board must render a written decision within thirty days of the hearing date.

While the intent of the law is to provide the consumer with an expeditious and inexpensive process with which to resolve warranty problems without the need for an attorney, the success of the program is not so much in the number of cases heard by the Board, but rather the number of cases that are resolved without a hearing. Over the last six years, the number of demands to inquiries averaged 32.1 percent.

In fiscal years 2002 and 2003, there were 352 cases filed. Of those cases, 202 settled, 79 were found in favor of consumers, 68 were found in favor of manufacturers, and 3 were dismissed.

Fatality Analysis Reporting System (FARS)

National Highway Traffic Safety Administration (NHTSA) created FARS to assist the traffic safety community in identifying traffic safety problems and evaluating both motor vehicle safety standards and highway safety initiatives.

In New Hampshire the FARS Unit, funded by both NHTSA and the Highway Safety Agency, reports pertinent crash data when the crash includes a fatality. Weekly comparative data is reported to state and local police departments and administrative agencies to discern trends and deter reoccurrence.

Annually a sizeable analysis is performed and published noting the demographic trends for fatal crashes. Much like the weekly comparative sheet, the annual report is used as both a statistical tool and for training aids. Those training aids include data for youth driver education, Grand Driver and attitudinal driving courses.

Specifically, FARS data is integral in discerning safety thresholds. The Division of Motor Vehicles evaluates each fatal crash and its associated demographics. On average, during this time period, 132 people died in motor vehicle crashes, of those, 46 percent were not wearing seatbelts. An overwhelming 69.9 percent of those involved in a motor vehicle crash resulting in a fatality were not belted.

The FARS data aids administrators, legislators and other interested parties in New Hampshire, but is also used collaboratively with national data. Each crash is reported and the data is input on the *Crash location, Person, Unit/Vehicle* and *Driver* level using dedicated codes. NHTSA uses the coded data and ana-

lyzes it for statistical integrity and policy decision-making.

The FARS unit has prided itself for the last three years for entering complete case records prior to the national deadline. Its goal is to diligently collect and code data in a timely manner, and report on it accordingly.

Betty Picard, the FARS analyst, was presented a Customer Service Award in 2003 (her first year on the job) for her diligent and professional contribution.

Special Projects and Emissions Program

The emissions part of this two-part program requires coordination and cooperation between the DMV and outside agencies. The Department of Environmental Services, for example, provides technical support and is a liaison between the State of New Hampshire and the Federal Environmental Protection Agency.

The Director of the DMV oversees this Unit's administration while the day-to-day enforcement, auditing, and inspection operations are carried out by the DMV's Bureau of Highway Patrol and Enforcement.

The Emissions Program is responsible for overseeing the implementation and operation of two vehicle emissions testing efforts: the roadside diesel opacity inspection, and the emissions related portions of the annual vehicle safety inspection required for all vehicles registered in New Hampshire.

As part of the state's clean air strategy originally outlined in the Federal Clean Air Act, New Hampshire has expanded safety inspections to include several emissions components. A significant portion of the 1.2 million vehicles registered in the state now undergo the enhanced safety inspection.

In the future, this will be an automated process using the On-Board Diagnostic II system (OBD), which gathers statistical information regarding emissions. The number of vehicles subject to OBD II testing, (all 1996 and newer passenger cars and lightweight trucks of 8,500 lbs. GVWR and less), is expected to rise by 50,000 vehicles each year.

The state achieved a major success and cost savings to the public by convincing the federal government that the emissions inspection should remain under the domain of the state's more than 2,500 certified safety inspection stations.

In addition to the program for cars and light trucks, and as part of the legislative directive to create an environmentally superior clean air strategy, the state implemented a roadside diesel opacity testing for heavy-duty trucks and buses. Testing heavy-duty vehicles for excessive diesel smoke addresses both the ozone precursor and particulate matter categories of pollutants, thereby providing a two-fold benefit to residents of the state.

The second part of this program is Special Projects. This includes a wide variety of responsibilities ranging from developing and administering all DMV grants, to representing the DMV in high technology initiatives.

Recently, Special Projects has undertaken a number of Homeland Security initiatives for the Bureau of Highway Patrol and Enforcement.

DMV Records and Certification

The Driver Protection Privacy Act (DPPA) is a federal act that was created in 1997 to protect a person's motor vehicle information from being released to unauthorized people or institutions and/or for unauthorized purposes. The New Hampshire Law (RSA 260:14 Records and Certifications) and the corresponding administrative rules, (Saf-C 5600 Confidentiality of Motor Vehicle Records) parallels the DPPA and is New Hampshire's state version of it.

For example, government agencies, banks, insurance companies, courts, and car manufacturers may have access to motor vehicle record information, as permitted users, depending on the use for the information. In each instance, documentation must be submitted verifying the legitimacy of the request and the requestor.

The motor vehicle information that is protected includes personal identifying information such as date of birth, address, Social Security Number, name, signature, photo, restrictions, etc. It also includes all histories, registrations, applications, certifications and any other motor vehicle information.

The federal act sets a minimum standard by which all states must follow. The New Hampshire Privacy Act, exceeding the minimal federal standards, is one of the strictest.

Abiding by privacy requirements is a complex matter. The Division's privacy efforts are directed by an attorney, Bill Knorr, whose area of expertise is in

privacy law.

Bill contributes to many areas that are affected by the DPPA. He advises, guides, and determines if a request for information may be granted. He interprets the law and directs the application of it for the DMV. He represents the DMV in negotiations with the national information marketing corporations.

He also has created contracts and agreements regarding the bulk dispersion of statistical information. He developed it into a more efficient and workable format. This is a large revenue generator for the state.

All DMV employees must attend a training class of which Bill is an integral part, answering all in-house questions on the subject.

He has also assisted in several legal cases and many other special projects, including input on active bills pending legislation and legal research on the law's legislative history.

Reprographic Unit

The Reprographic Unit is responsible for graphic, microfilming and document reproduction for the Department of Safety.

The Unit supervisor is empowered by the Director of Motor Vehicles to independently apply a number of technical or administrative policies in making routine decisions or in recommending modifications in work procedures for approval by the Director.

Routine Unit duties involve the use of appropriate technical equipment for copying, microfilming, binding, cutting, splicing, and camera setup.

Daily Unit activity involves the microfilming of registrations, statistical data documents maintained by the International Registration Plan Program and other statistical data pertaining to unsafe vehicles, motor vehicle dealers, handicap registration plates, out of business auto dealers and 20 day registration plates.

Some of the other daily routine activities include the production of copies and forms for the entire Department. Copies of driver records, titles, opt-out forms, release of motor vehicle forms, motorcycle program data, school bus inspection reports, receipt of revenue reports, Privacy Act forms, boat registrations and fire marshal reports are also reproduced.

Unit personnel processed 7,626,193 print copies for the Department during the period July 1, 2001 through June 30, 2003. Of this total, 5,199,956 cop-

ies were reproduced for inter-departmental bureaus and Units. The Division of Motor Vehicles accounted for the remaining 2,506,237 copies. These numbers show a significant increase from totals recorded in previous years.

Figures recorded dating back to 1997 show that Unit print output has risen steadily throughout the period as shown by the following:

Biennium	Print Copies
1997-99	6,900,785
2002-03	7,626,193

A relocation from its longtime cramped quarters to a more spacious facility within the Department, along with newer, faster, more efficient equipment acquired by the Unit, has allowed the volume of print reproduction to increase at a faster pace than that experienced in previous years by the Reprographic Unit.

Virginia C. Beecher served as Director of Motor Vehicles during Fiscal Years 2002 and 2003.



DIVISION OF SAFETY SERVICES

The Division of Safety Services is composed of the Marine Patrol Bureau and Tramway & Amusement Ride Safety Bureau.

The Division is responsible for safety and compliance on New Hampshire's public waterways and on ski lifts and amusement rides.

Headquartered at the state docks in Gilford, on Lake Winnepesaukee, the Division has a full-time staff of 23 and more than 100 seasonal employees.

The Marine Patrol Bureau provides regular patrols on more than 200 New Hampshire lakes, ponds, navigable rivers and 158 miles of coastline, enforcing the state's boating laws and regulations. Marine Patrol officers are responsible for investigating boating-related accidents, provide courtesy boat inspections, issue permits for water events, slalom courses and swim lines and place and maintain approximately 3,500 regulatory markers, lights and navigational aids.

In addition, the Marine Patrol conducts Homeland Security Patrols year-round in Portsmouth Harbor. Maritime Domain Awareness patrols represent 60 percent of the total reported U.S. Coast Guard patrol time for the Portsmouth Harbor station.

The Marine Patrol Bureau operates the state's moorings program on six of the largest lakes, issuing over 5,000 permits yearly.

The Boater Education Program provides classes year-round at locations throughout the state, home study and Internet courses, as well as training and oversight for temporary certificate agents.

During this Biennium, the Marine Patrol fleet increased from 86 boats in 2002 to 97 in 2003. Officers investigated 125 accidents, including three fatalities in 2002 and 95 accidents, including six fatalities in 2003. Thirty-four other incidents, including 11 fatalities were investigated in 2002, compared with 57 incidents, including 12 fatalities, in 2003.

The Tramway & Amusement Ride Safety Bureau registers and inspects all surface and aerial ski lifts and jumps operating in the state and oversees the con-

Mission Statement:

The Marine Patrol's mission is to provide a safe, enjoyable, and environmentally responsible use for all of the State's public waters. Through its three sections; Operations, Aids to Navigation and Boater Education Program, the Bureau provides a comprehensive marine safety enforcement program, places over 5,000 aids to navigation and offers boater education for all recreational and commercial boat operators.

struction and modification of lifts, to ensure compliance with regulations, and investigates lift related accidents and incidents.

The Bureau also registers and inspects all fixed and portable amusement rides operating in the state, ensures compliance with regulations, verifies adequate liability insurance and investigates accidents.

The number of full-time inspectors was increased from one in 2002 to two in 2003. Inspectors conducted investigations of 128 tramway and six amusement ride accidents in 2002 and 53 tramway and three amusement ride accidents in 2003.



Highlights and Accomplishments for 2002-2003

- After September 11, 2001, the homeland security needs on the state's seacoast resulted in the hiring of additional full-time sworn personnel, the purchase of a vessel suitable for winter weather and the establishment of year-round patrols.
- Mandatory boating education became a reality during the Biennium. The first age group had to show certification in order to operate a vessel on state waters. The first group affected was the 16 to 19-year-old operators. The second group included 20 to 25 year olds. By January of 2008, there will be full implementation and all operators will be required to have certification. Since the program started, more than 35,868 boaters have been certified.
- The Tramway & Amusement Ride Safety Bureau, responding to the growth in skiing as an integral part of New Hampshire's tourist industry, hired an additional full-time inspector. A new seven-year dynamic testing program for all aerial lifts was developed whereby each lift will require a comprehensive testing process every seven years. Legislation authorizing the hiring of the additional inspector also required that the Bureau restructure registration fees for both amusement rides and ski lifts to ensure that the Bureau is adequately funded.

David T. Barrett served as Director of Safety Services during Fiscal Years 2002 and 2003.



New Hampshire's 10 Largest Lakes

	Size (acres)
Winnepesaukee Gilford	44,567
Umbagog Errol	7,853
Squam Holderness	6,268
Winnisquam Laconia	4,263
Newfound Bristol	4,107
Sunapee Sunapee	4,083
Moore Littleton	3,489
Ossipee Ossipee	3,092
Wentworth Wolfeboro	3,018
Massabesic Auburn	2,900

STATISTICAL DATA

	2002	2003
MARINE PATROL BUREAU		
EQUIPMENT		
Vessels in Fleet	86	97
4-cycle engines	45	
60 hp o/b Mercury		
70 hp o/b Mercury		
Vessels with I/b Engines		
Vessels with Diesel Engines		
4-cycle engines meeting 2006 emission standards	18	
Vessels Purchased this Year		
Large	2	1
Mid-size	2	8
Small	0	15
Replacement/New Patrol Vehicles	5	0
Buoys in Use	3,185	2,550
PERSONNEL		
Total Officers on Patrol	84	96
Full-Time Sergeants	4	4
Full-Time Officers	3	3
Full-Time Clerical Personnel	3	3
Full-Time Other Personnel	2	2
Volunteer Marine Patrol Auxiliary	13	12
Navigation Mechanics	4	4
ACTIVITY		
Boats Registered	101,638	100,835
PWC Registered	5,883	
Skicraft Registered	2,834	
Bodies of Water Patrolled	200	200
Public Bodies of Water	975	975
Miles of Coastline	158	158
Patrol Hours	8,985	41,244
Courtesy Assists	164	160
Courtesy Boat Inspections	244	310
Commercial Boat Inspections	416	439
Summonses	1,485	1,695
Warnings	4,049	4,739
Stops		6,916
Boating while Intoxicated/Drug Related Arrests	22	17
Drownings	1	6
Calls for Service	2,795	2,163
LP Tanker Escorts		18

ACTIVITY, Continued

		2002	2003
Accidents	TOTAL	125	95
Accidents - Power Boats		112	82
Accidents - Skicraft		1	
Accidents - Personal watercraft		8	12
Accidents - Non-powered		10	
Accidents Involving Collision with another boat		25	20
Accidents involving Collision with fixed object		48	30
Accidents - Resulting in Injury		40	18
Accidents Resulting in Fatality		3	6
Incidents	TOTAL	34	57
Incidents - Power boats		17	36
Incidents - Skicraft			
Incidents - Personal watercraft			
Incidents - Non-powered		3	2
Incidents Involving collision with another boat		5	6
Incidents - Resulting in injury		3	9
Incidents - Resulting in fatality		11	12

MOORINGS PROGRAM

Decals Issued	5,027	4,894
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WATERCRAFT RESTRICTION PETITIONS

Watercraft Petitions Received this year	7	10
Watercraft Petitions Returned/not acted upon	1	1
Watercraft Petitions Granted this year	2	4
Watercraft Petitions Denied this year	5	6
Skicraft Petitions - Granted	1	2
Skicraft Petitions - Denied	1	0

PERMITS

Water Event Permits Received	371	500
Water Event Permits Granted	365	489
Water Event Permits Denied	6	11
Slalom Course Permits Received	35	43
Slalom Course Permits Granted	33	41
Slalom Course Permits Denied	2	2
Swim Line Permits Received	76	111
Swim Line Permits Granted	73	108
Swim Line Permits Denied	3	3

BOATING EDUCATION PROGRAM

	2002	2003
Full-Time Non-Clerical Personnel	2	2
Full-Time Clerical Personnel	2	2
Boating Education Instructors	25	29
Boating Education Primary Locations		54
Boating Education Classes	302	
On-Line Courses		4,844
Home Study		1,200
Classroom Participants		3,355
Boating Education Certificates Issued	8,182	9,084

OTHER DATA:

FULL TIME DIVISION PERSONNEL	4
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TRAMWAY AND AMUSEMENT RIDE SAFETY BUREAU

Personnel		
Full-Time Inspectors	1	2
Part-Time Inspectors	1	1
Total Number of Ski Areas	34	32
Amusement Ride Companies		
Fixed Parks	16	17
Water Parks	9	16
Go Kart Tracks	6	6
Travelling Shows	20	20
Misc. Amusement Devices	14	14
Registrations/Inspections/Accidents		
Aerial Lifts Registered	73	80
Surface Lifts Registered	63	71
Tramway Inspections		249
Tramway Accidents	128	53
Amusement Rides Registered	446	460
Amusement Ride Inspections	785	705
Amusement Ride Accidents	6	3

DIVISION OF FIRE SAFETY, OFFICE OF THE STATE FIRE MARSHAL

The N.H. Division of Fire Safety, headed by the State Fire Marshal, is responsible for investigating all fatal fires and suspected cases of arson in the state. The fire service in New Hampshire is made up of municipal fire departments, staffed by volunteers and professional firefighters depending on the size and location of the community. But by state law the State Fire Marshal may take command of a fire operation at the request of a local fire chief or if that would be in the public interest.

Following is a detailed list of the responsibilities of the Division of Fire Safety:

1. Investigate all fires, building collapses and carbon monoxide releases (other than from a motor vehicle) that result in a death;
2. Investigate accidental and deliberate fires, building collapses, and carbon monoxide incidents (other than from a motor vehicle);
3. Prosecute arsonists;
4. Adopt and enforce the State Fire Code;
5. Inspect new and existing buildings;
6. Review plans of proposed new buildings and additions to existing buildings;
7. Administer the State's Modular Building Program;



Mission Statement:

It is the mission of the Division of Fire Safety, Office of the State Fire Marshal to prevent deaths, injury and property loss due to fires throughout the state, to promote the establishments of a fire-safe environment for the citizens of New Hampshire, and to ensure the safe and efficient coordination of hazardous materials emergency responses.

8. Assist local fire and building officials with code interpretations and compliance issues;
9. Manage the New Hampshire Fire Incident Reporting System;
10. Conduct fire education programs for the fire service and the general public;
11. Provide technical assistance to local fire chiefs, municipalities, and fire mutual aid systems;
12. Coordinate State agency responses and assist local fire departments at hazardous material emergencies.

To carry out its assigned tasks, the Division is composed of two sections, Field Operations and Administrative Services, each headed by a deputy fire marshal.

The Field Services Section is responsible for fire investigations and hazardous materials incidents. It is staffed by eight investigators and a hazardous materials coordinator. Both deputy state fire marshals are also qualified as investigators, in addition to their supervisory duties. Investigators are trained as law en-

forcement officers as well as fire investigators.

Two of the Division's investigators are also trained as canine handlers. Canines Clancy and Jade are both Labradors trained to detect a number of different products commonly used as accelerants. The canine program is funded entirely by corporate donations. Each canine and its handler must be recertified each year to prove their ability to work in the field. Using canines greatly enhances the process of gathering evidence at fire scenes.



The Division conducted 246 fire investigations in Fiscal Year 2002 and 222 investigations in FY 2003. While the number of investigations decreased slightly during the Biennium, the amount of time spent on each investigation has generally increased. Fire investigations are becoming more complex and arsonists are getting more sophisticated in concealing their crimes.

In addition to fire investigation, the Division conducted 185 building inspections in FY 2002 and 124 inspections in FY 2003. The Division conducted 255 reviews of building plans in FY 2002 and 226 reviews in FY 2003.

Inspections and plan reviews are carried out by 10 part-time inspectors and four electrical inspectors under the Administrative Services Section.

The Division of Fire Safety also takes advantage of many opportunities to promote fire safety. Many of these efforts are directed at children and senior citizens, who are the most frequent victims of fires. The Division uses a Sparky Dog suit to promote fire safety among children and participates in an annual Christmas party at Crotched Mountain Rehabilitation Center.

Donald P. Bliss served as State Fire Marshal during Fiscal Years 2002 and 2003.



Smoke Detectors Save Lives

- A U.S. telephone survey found that 96 percent of the households surveyed had at least one smoke alarm.
- Roughly half of home fire deaths result from fires in the small percentage of homes with no smoke alarms.
- Homes with smoke alarms (whether or not they are operational) typically have a death rate that is 40-50 percent less than the rate for homes without alarms.
- In one-quarter of the reported fires in homes equipped with smoke alarms, the devices did not work. Households with non-working smoke alarms now outnumber those with no smoke alarms.
- Why do smoke alarms fail? Most often because of missing, disconnected or dead batteries.

Source: National Fire Prevention Association's "U.S. Experience with Smoke Alarms and Other Fire Detection/Alarm Equipment."

DIVISION OF FIRE STANDARDS AND TRAINING

The Division of Fire Standards and Training and Emergency Medical Services was established on Aug. 1, 1994, to administer and supervise a fire and emergency medical service training and research program throughout the state.

The Division's duties include operation of the Richard M. Flynn Fire Academy, including establishing training programs and offering instruction in methods of determining and dealing with the causes of fire and the prevention of fire, techniques in firefighting, emergency medical services, and rescue, research and techniques in firefighting and fire protection, the administration and management of fire departments and emergency medical services units.

The Division of Emergency Medical Services became a Bureau in the Division of Fire Standards and Training on Jan. 11, 2002, about halfway through the first year of the Biennium. This report covers both fire training and emergency medical services for the entire Biennium. Legislation passed in the 2004 legislative session created the Division of Fire Standards and Training and Emergency Medical Services.

An increase in activity was predicted and seen during Fiscal Year 2002 and Fiscal Year 2003. With the passage of House Bill 303 (2001), the Division had the resources to deliver the increased services to emergency responders in New Hampshire during the Biennium. Many of the Division's goals are long term, but there was significant progress made in attaining them through the Biennium. Some of the highlights are listed as follows:

- FY 2002/2003 fire training certifications increased by 6.54 percent from the previous Biennium to 5,031.
- The certification courses offered during FY 2002/2003 increased in total courses offered by 15.6 percent to 728 classes offered. Certification programs were offered in all of the 10 counties. Six of the courses were funded through a U.S. Department of Justice grant for rural counties. The Interstate Emergency Unit (a mutual aid group in Rockingham County) delivered four of these courses under a contract.

- Certification courses at the Fire Academy remained at the same level as FY01; nearly all had waiting lists to attend. All additional programs were offered in the field, rather than at the Fire Academy in Concord. Of the 728 classes offered since July 1, 2001, 116 (16 percent) were held at the Fire Academy, while the remaining 612 (84 percent) were held in the field.
- During FY 2002/2003 the Division purchased a great deal of equipment to support fire and emergency medical services training in the field. Much of this equipment deals with the most modern methods of course delivery, such as hands-on training props, computer training equipment and computer projection equipment. All are used in the field and at the Fire Academy.
- A majority of the training has taken place as a result of reviewing the needs of the various fire departments, emergency medical providers, and the mutual aid associations. There was a significant increase in visibility in the field with two fire service field personnel and the four regional emergency medical services offices. The Division moved the Manchester EMS office to Wilton in FY 2002 and the Claremont office to Lebanon in FY 2003 to better serve those regions.
- The Division has taken a more active role in New Hampshire emergency responder programs such as the emergency medical conferences held in Sunapee and Bartlett, the Annual State Firemen's Association conference, and activities of the New Hampshire Association of Fire Chiefs and the Professional



Firefighters of New Hampshire.

- The budget for the Division Fiscal Year 2002 was \$3,706,919 and Fiscal Year 2003 was \$3,793,415.
- Revenue generated by the Division for Fiscal Years 2002/2003 was \$719,000, which includes tuition, fees for service, licensing of for-profit emergency medical service providers, and manual sales.
- Several grants were obtained during the Biennium dealing with hazardous materials training, emergency response to terrorism training, trauma and emergency services information systems, National Fire Academy training, and other emergency response and training issues.
- FY 2002 saw the completion of the Aircraft Rescue and Firefighting Facility completion. That facility was supported by a grant from the Federal Aviation Administration for more than \$7 million. The dedication was held May 14, 2002, with federal, state and local officials in attendance.
- With the immense increase in training offered statewide, the Division had a need to offer an increased number of instructor courses to ensure there were sufficient instructors to teach the programs, both in the field and at the Fire Academy.
- New programs were initiated in the Bureau of Emergency Medical Services to meet the legislative

Mission Statement:

The New Hampshire Fire Academy recognizes that its primary mission is to increase the capability of the entire New Hampshire Fire Service through the application of the best methodologies and techniques in fire service education and practice.

We believe in the achievement of excellence in our services through dedication, teamwork, and open communication.

We are committed to exceeding expectations through efficient research, development, delivery, and administration of all aspects of fire service training and education.

mandate in RSA 21-P:12-b and follow the strategic plan created for the Emergency Medical Service by the employees, the Medical Control Board and the Trauma and Emergency Services Coordinating Board. These initiatives include research analysis, advanced life support and trauma services programs and reorganized the Bureau to better provide educational and field services.

- Fire Training Field Services was enhanced with the addition of two dedicated employees who deal with the fire departments and mutual aid organizations to assist in the field delivery of training programs. With 84 percent of fire training in the field, this system has worked well, and created the need to establish a third district.
- Construction of an addition to the Fire Academy dormitory was approved Fiscal Year 2003. The addition included 24-private bedrooms with baths, a three-section classroom with a capacity of nearly 200, and a commercial kitchen with eating area.
- The Division initiated a strategic plan, which was completed in early Fiscal Year 2004. Areas being addressed are technology and communications, division organization, program delivery, facilities and equipment and campus security. The strategic plan identified 11 goals and 26 supporting objectives.
- Legislative public hearing and informational sessions were held annually on the first Thursday in June. The hearing was jointly sponsored by the N.H. House of Representatives Criminal Justice and Public Safety Committee under the direction of Chairman David Welch and the N.H. Fire Standards and Training Commission under the direction of Chairman Paul Fortier of Milan.
- Of the 10 goals developed during the adoption of HB 303 (2001) regarding fire training and emergency medical services, all have at least been initiated, with anticipation that all will be completed in the years to follow.

Richard A. Mason served as Director of Fire Standards and Training during Fiscal Years 2002 and 2003.